

Policy 7.01 Implementation Plan and Progress Report

Timeframe: July 1, 2014 through June 30, 2015

Updated 3/11/2014

Division: Child Support

Region/Office: Tacoma Division of Child Support (DCS) Tribe(s): Puyallup

Plan and Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP) of each year.

Implementation Plan				Progress Report
1. Policy Identification: Case Referrals				
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Correct identification of NCP & CP cases to be referred to Puyallup Tribal Child Support Program (PTCSP).	Ongoing review and joint determination of all cases will be made regarding whether or not it is appropriate to refer cases to PTCSP.	All appropriate cases will be referred.	State: Dian Speer Tribe: Kim Reynon-Spisak,	Referral process is on-going. Transfers/referrals involving CP Puyallup Tribal members are to be reviewed on a case-by-case basis. Dian Speer will send needed case info to Kim Reynon-Spisak with a "cc" to Kaylena Satiacum to review to see if PTCSP wants to take the case. DCS will continue to train staff on appropriate identification and handling of tribal cases.
Non-tribal member cases where NCP only works for Tribal enterprise.	These will continue to be reviewed for referral.	Appropriate cases will be referred.	State: Dian Speer Tribe: Kaylena Satiacum, Gloria Howard	This process is ongoing; cases are reviewed for referral if NCP is working for Puyallup Tribe or Tribal enterprise. Dian Speer will e-mail Kaylena Satiacum with a cc to Gloria Howard. Beginning October 1, 2014 the cc will be sent to Kim Reynon-Spisak to verify NCP tribal employment.
Cases referred timely and efficiently	DCS and PTCSP will work together to identify essential criteria for case referrals and streamline referral process to ensure timely referral of cases.	Cases referred to PTCSP within 30 days of determination that PTCSP should receive case.	State: Charlene Greer, Dian Speer Tribe: Kim Reynon-Spisak	Progress continues.

Case count and reconciliation	DCS and PTCSP will reconcile case count based on SQ list or data extract and tribal case inventory.	PTCSP has all appropriate tribal cases.	State: Charlene Greer Tribe: Kim Reynon-Spisak	Upon request, DCS will provide PTCSP with a list of all cases referred to PTCSP.
2. Policy Identification: Technology				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
<p>To effectively and efficiently work cases, research issues, provide relevant information to PTCSP clients, and complete locate on PTCSP clients via SEMS web screens including AH, BI, DI, DH, and IA.</p> <p>To locate parties of Tribal Child Support cases in the most expedient manner possible.</p>	<p>Tacoma FO advocated for increased access to SEMS web screens to include access to AH, BI, DI, DH, and IA screens.</p> <p>Tacoma FO tribal liaisons will look at ways to assist PTCSP with locate services through DCS Central Services.</p> <p>Tacoma FO Tribal Liaisons will provide information regarding ESD wage and UC information as needed.</p>	Enhanced SEMS Web access including access to AH, BI, DI, DH, and IA screens to provide greater flexibility for PTCSP to complete case actions.	<p>State: SEMS-HQ, Rena Hect</p> <p>Tribe: Kim Reynon-Spisak</p>	<p>. December 2013 DCS began providing Tribal IV-D programs with access to the AH (all payment history and DH (distribution history) screens. DCS was unable to provide access to the BI (basic individual) screen due to domestic violence information contained on this screen, or the IA (individual address) screen due to the information source which is either NDNH (National Directory of New Hire) as well as ES and L&I. QUICK might be a possible alternative to accessing the information. QUICK is a real-time, web based info sharing tool to be used between IV-D agencies</p>
Ability to allow multiple tribes with SEMS Web agreements to view the same case in SEMS when multiple tribal jurisdictions have an interest.	Tacoma FO will advocate for SEMS upgrade to allow more than one tribe to have SEMS Web access on a case at the same time.	PTCSP will be able to view all cases under their jurisdiction.	<p>State: TRT, SEMS-HQ, Policy-HQ, Rena Hect</p> <p>Tribe: Kim Reynon-Spisak</p>	At the 9/13/2012 State/ Tribal IV-D Directors meeting, Tribes asked for SEMS access to <u>any</u> DCS case (if for 4D purposes), like their access to ACES & FamLink). Tribes will

				submit a request to the DCS Director, specifying the Business Need for any additional SEMS data.
3. Policy Identification: Coding Tribal Cases Correctly				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
To properly code new cases that are open in SEMS with Tribal coding.	DCS and PTCSP will work to correctly identify Puyallup tribal members and make sure coding on the case is correct.	To reduce or eliminate the miscoding of Tribal members	State: Charlene Greer, Dian Speer Tribe: Kim Reynon-Spisak	PTCSP will continue to bring to DCS attention any cases have fallen through the cracks and were not set up appropriately and/or where parties were not coded with Puyallup Tribal membership correctly. Charlene Greer will pull lists on a quarterly basis to identify cases that are coded with Puyallup tribal membership but not included in the Puyallup tribal caseload.
4. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Sharing training opportunities	Keep both Tribal and State child support staff informed of each other's policies and procedures. DCS and PTCSP will advise each other of ongoing training events.	Increased participation by both DCS and PTCSP staff in each other's training events.	State: Charlene Greer, Dian Speer Tribe: Gloria Howard, Kim Reynon-Spisak	State continues its policy of providing Government-to-Government Training for all Tribal Liaison personnel and for other positions that have contact with Tribes. State continues to advise Tribe of upcoming training opportunities and applicable SEO Academy sessions.
5. Policy Identification: Communication & Problem Solving				Progress Report

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
On-site meetings with PTCSP and DCS representative Dian Speer to communicate and problem solve on joint cases.	Dian Speer will be available on-site at PTCSP to PTCSP staff with a laptop and SEMS connection as needed.	To communicate and problem solve on cases.	State: Dian Speer, Tribe: Gloria Howard	On-site meetings with PTCSP continue on an as-needed basis.
Regular 7.01 Meetings will be held	A joint meeting between the DCS District Manager and the Tacoma DCS Tribal staff will be held quarterly with the Tribal Program Directors.	Meetings will be held	State: Rena Hect, Carol Fredricks, Charlene Greer, Dian Speer, Laura Edmundson, Chris Franks Tribe: Kim Reynon-Spisak	Meetings are held quarterly. PTCSP staff is rotated through the quarterly meetings so that all PTCSP staff has an opportunity to attend.
General Problem Resolution	DCS staff will be available to work through particular issues as requested. Also, individual meetings with the DCS District Manager Rena Hect, Tribal Team Legal Lead and Director Kim Reynon-Spisak will be held as requested.	Problems will be resolved quickly and efficiently.	State: Rena Hect, Charlene Greer Tribe: Kim Reynon-Spisak	Process continues – no changes
Effectively working hard-to-collect cases where DCS does not have jurisdiction and collection remedies have been exhausted by the Tribe.	Line staff from both offices will discuss individual cases and their circumstances to best identify the most effective way to work the case.	Cases will continue to be worked utilizing the resources available to both DCS and the Tribe in a way that preserves the Tribe's jurisdiction and maximizes available collection remedies.	State: Charlene Greer, Dian Speer Tribe: Kim Reynon-Spisak	Process continues – no changes
6. Policy Identification: Hiring				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Inclusion of Tribal Staff in major DCS hiring decisions	DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload.	Increased relationship building through participation in key hiring decisions.	State: Rena Hect, Charlene Greer Tribe: Kim Reynon-Spisak	Process continues –no changes. PTCSP was invited to participate in hiring panel for Jeannie Bowen's replacement in September 2013 and PTCSP will participate in the hiring of the Tacoma Child Support Program

				Manager April 2014.
7. Policy Identification: Teambuilding				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Building a stronger sense of teamwork between the DCS Tribal SEOs and Tribal Program Staff	Meetings, luncheons, and gatherings will be held whereby staff of the two programs can come together.	As appropriate, staff will be invited to each other's offices to participate in celebrations and team building luncheons.	State: Rena Hect, Charlene Greer Tribe: Kim Reynon-Spisak	Progress continues.
Joint line-staff meetings between DCS Tribal Team and PTCSP Staff	Line staff from both offices will be encouraged to continue with open communication and relationship building.	Building rapport and strengthening relationships links through regular meetings.	State: Dian Speer Tribe: Lynn Weible	Line-staff meetings to continue monthly in addition to quarterly 7.01 meetings.